



**CCS Adoption**

Building a positive future for children

COMPLIMENTS?

COMMENTS?

COMPLAINTS?

**Are you satisfied with the  
services we are providing?**

**WE WOULD LIKE TO HEAR FROM YOU!**

Does the CCS provide you with a good service? Do you have any comments you want to make? Are you unhappy about or dissatisfied with the services provided? We want our services to be of a high standard - so please do tell us what you think!

Whether you are sending a compliment, comment or complaint, please use the form in the centre of this leaflet (crossing out any parts which are not relevant).

***You may complain about*** any concerns or problems which you have with a service, a decision you do not agree with or simply a feeling of dissatisfaction as a service user or carer. (If we find your complaint is about something which is not the responsibility of CCS, we shall advise you how best to proceed.

***If you would like some help in telling us about your complaint,*** you can certainly choose a relative or friend; if that is difficult, we may be able to find someone who is independent of the Society to help you.

***If you decide to make a complaint,*** you should first contact the CCS social worker involved and try to sort it out with her/him.

***If that does not work*** (or you are not in touch with a social worker), contact the CEO and try to sort it out with her/him.

***If then you do not feel things are satisfactory,*** you may formalise the complaint by putting it in writing to the CEO - using the form in the centre of this leaflet.

***When the CEO receives a formal complaint*** which she/he has been unable to sort out, she/he will arrange for an "Independent Person" to look into it. The Independent Person will investigate the complaint and write a report for the Chairperson of the CCS Management Committee - having first discussed it with you. The Chairperson will then write to you making clear her/his decision.

***If you are not happy with the decision,*** you can appeal to a special "Panel" - which has an independent chairperson. You would be encouraged to attend this panel's meeting. Afterwards, the Chairperson of the Management Committee will write to you again, having reviewed her/his first decision in the light of the panel's recommendations. This second decision is final.

**We have time scales** for all these procedures and always do our best to respect them; if we cannot, we pledge to keep you informed about progress.

For further information about CCS Adoption  
Complaints Procedure  
please contact:

**The CEO  
CCS Adoption  
162 Pennywell Road  
Easton  
Bristol  
BS5 0TX  
Tel: 08451 220077**

**Additional Information**

If you are still unhappy with our service you may contact the  
Registration Authority:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

***A form for anyone wishing to send a compliment,  
comment or complaint in writing is to be found in  
the centre of this leaflet.***